

30-OCT-2012

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received NOV 13 2012 15-OCT-2012	Repository ☐ Reference No. 10480184
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Address [REDACTED]		Evening Telephone Number [REDACTED]	SALE
City ROTONDA WEST	State FL	Zip Code [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MEFM75W05X [REDACTED]		Make MERCURY	Model GRAND MARQUIS
Date Purchased 7/30/2005		Dealer's Name and Telephone Number (now closed) VENICE LINCOLN-MERCURY 941-497-1986	Model Year 2005
Original Owner ☐	Dealer's City	State	Zip Code
Engine: No: Cylinders FF5-8 4.6 LITER	Fuel Type: UNLEADED GAS		
Transmission Type 4 SPEED AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain SEE VEHICLE DESCRIPTION ATTACHED	Multiple Failure: HEADLIGHTS GO OFF AT NIGHT IN 11 MONTHS SICK ON
Incident Date(s) 3-12 SEPT 20-SEP-2012 2-1 OCT		Incident Date(s) 3-12 SEPT 20-SEP-2012 2-1 OCT	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: LIGHTING (PWS) LIGHTING CONTROL DEFECTIVE PART IS ST. HENDERSON - IS COMPLETE AUTO FROM FORD MOTOR CO		Failure Mileage 37000	Failure Speed 30
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:		Failed Part:	
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0
Reported to Police N		Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).			
TL* THE CONTACT OWNS A 2005 MERCURY GRAND MARQUIS. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT ATTEMPTED TO ENGAGE THE HEADLIGHTS HOWEVER, BOTH HEADLIGHTS FAILED TO ILLUMINATE. THE HAZARD LIGHTS WERE ACTIVATED IN ORDER TO CONTINUE DRIVING. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE HEADLIGHT CONTROL MODULE WOULD NEED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED DUE TO THE MANUFACTURED PART BEING ON A MASSIVE BACK ORDER. THE MANUFACTURER WAS NOTIFIED AND THEY WERE UNCERTAIN WHEN THE PART WOULD BECOME AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 37,000. SEE OTHER SIDE (OVER)			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			
ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

30-OCT-2012

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

HEADLIGHTS WENT OFF 3 TIMES IN SEPTEMBER - I WAS ABLE TO GET LIGHTS BACK ON BY ROTATING LIGHT SWITCH BACK & FORTH. HEADLIGHTS WENT OFF TWICE IN OCT. 2ND TIME COULD NOT GET LIGHTS BACK ON. I HAVE NOT BEEN ABLE TO DRIVE CAR AT NIGHT SINCE OCT 4 - 2012 - A TO TAKE IN FOR REPAIR ON 10-8-2012 FOR HEADLIGHT CONTROL MODULE REPLACEMENT WHICH WAS ON NATIONAL BACK ORDER AND IS STILL ON BACK ORDER WITH NO AVAILABILITY DATE!

THIS IS A SERIOUS AND DANGEROUS PROBLEM AND CAN CAUSE ACCIDENTS & INJURY. SEE ATTACHED FOR PERTINANT INFORMATION

ATTACH ADDITIONAL SHEETS IF NECESSARY

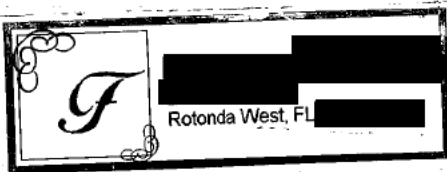
Rotonda West, FL - CC TO FORD MOTOR COMPANY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9362

Official Business
Penalty for Private Use \$300



FT MYERS FL 33

30 OCT 2012 PM 1.1

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**

If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



006185

(941) 474-6050

MV#28992

RECEIVED DATE	OCT-8	AM PM
PROPOSED COMPLETION DATE	11/20/12	AM PM

CUSTOMER NOTIFIED	
11	TIME AM PM

#1
PHON
[REDACTED]
[REDACTED]
MILES IN 38192
MILES OUT

NAME	[REDACTED]
ADDRESS	[REDACTED]
CITY	STATE ZIP
YEAR MAKE MODEL LICENSE TAG NO.	
05 MERCURY GRAND MARQUIS	
2MEFM75WDSX [REDACTED]	
SPECIAL SERVICE DESK	

IF REPAIR COMPANY AGENT IS AUTHORIZED BUT COMPLETION IS NOT AUTHORIZED A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK.

IF REPAIR COMMENCEMENT IS AUTHORIZED BUT COMPLETION IS NOT AUTHORIZED, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK.

To Replace Headlight
Module

Est. - 458.00 this is repair
of your module!! Not a new one

1. Check HEAD LIGHTS IN OP AND AIR BAG LIGHT STAYS ON - PERFORM
2. Lighting PINPOINT TESTS - FOUND FAILED LIGHTING CONTROL MODULE
3. PERFORM AIR BAG PINPOINT TEST - FOUND FAULT CODE B2292 AND 150.00
4. MULTIPLE LFC'S - PERFORM PINPOINT TESTS - FOUND FAILED SEAT
5. BELT RETRACTORS - MAY ALSO NEED CONTROL MODULE -

¹ s. 690.04(4) mandates a \$1.00 fee for each new tire sold in the state of Florida.

*** FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the state of Florida.

A _____ month / _____ miles warranty on all parts & labor unless otherwise specified.

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

☒ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

ESTIMATE

10/8/12

LABOR CHARGES

☐ FLAT RATE

☐ HOURLY RATE

☐ BOTH APPLY

\$ PER ABOVE

ESTIMATE/DIAGNOSTIC FEE

\$ _____ / OR HOURLY AT _____
(Insert appropriate rate and unit)

CHARGE FOR DISASSEMBLY
AND/OR REASSEMBLY

WE CANNOT REASSURE

SAVE OLD PARTS?
☐ YES ☐ NO (CORE MAY APPLY)

ALTERNATE WORK AUTHORIZED (IF ANY)		PHONE
ESTIMATED REPAIR COST/SHOP SUPPLIES. ESTIMATE GOOD FOR 30 DAYS.		
\$		
REVISED ESTIMATED ADDITIONAL WORK		
TOTAL \$		AUTHORIZED BY:
DATE	TIME	PHONE NO.
I hereby authorize the above repairs, including sublet work, along with you and/or your employees permission to operate the vehicle herein described and delivery at my risk. An express mechanic's lien vehicle to secure the amount of repairs thereto. You will not be held vehicle or articles left in vehicle in case of fire, theft or necessary for you to employ a collection agency to collect this account court costs plus a reasonable attorney's fee and/or collection agency fee.		

INTENDED PAYMENT METHOD:
☐ CASH ☐ CHECK
☐ CREDIT CARD

A storage fee of \$_____ day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

TOTAL LABOR	150.00
TOTAL PARTS	}
SUBLET REPAIRS	
GAS, OIL SOLVENT	
SHOP ** SUPPLIES	

FEES	
SUB- TOTAL	
TAX	
TOTAL	150.00

The limited warranties applying to the parts listed hereon are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either express or implied, including any implied warranties of the merchantability of fitness for a particular purpose and neither assume nor authorize any other person to assume for the company any liability in connection with the sale of the part(s) and/or service. Buyer shall not be entitled to recover from the company any consequential damages to inventory, damages for loss of use, loss of time, loss of profits or income or any other incidental damages.



RCURY

vehicles.com

VEHICLE DESCRIPTION

GRAND MARQUIS

2005 LS ULTIMATE SEDAN
6-PASSENGER FULL SIZE
4.6L OHC SEFI V8 ENGINE
ELECTRONIC AUTO O/D TRANS

VIN 2MEFM75W05X

EXTERIOR
VIBRANT WHITE CLEARCOAT
INTERIOR
MEDIUM PARCHMENT LEATHER

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

SON WSW TIRES
BADGE/PAINT STRIPE
ING LAMPS
ATED POWER MIRRORS
E GRILLE

CASSETTE/SINGLE CD
OWER FRONT SEATS
ECTRONIC TEMP CNTRL
WOOD WHL W/AUDIO,
CLIMATE CONTROLS
AD CONSOLE W/COMPASS
HT AND HOMELINK
NIC INSTRUMENTATION
UM VANITY MIRRORS
JAL
INKAGE RR SUSPENSIN
REAR STABILIZER BAR
DISC BRAKES WITH ABS

- POWER ADJUSTABLE PEDALS
- REMOTE KEYLESS W/KEYPAD
- AUTO DIM REARVIEW MIRROR
- SPEED SENSITIVE VARIABLE ASSIST POWER STEERING
- WIPER ACTIVATED HEADLAMPS
- SAFETY/SECURITY**
- PERSONAL SAFETY SYSTEM
- DUAL STAGE FRONT AIR BAGS
- TRACTION CONTROL
- FRONT CRASH SEVERITY SENSR
- PASSIVE ANTI-THEFT SECURILOCK SYSTEM
- VALET KEY
- WARRANTY**
- THE MERCURY COMMITMENT**
- 3 YR/36,000 MILE WARRANTY
- 24-HR ROADSIDE ASSISTANCE
- 100K MILE TUNE-UP INTERVAL

This vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

18

will vary with options,
driving habits and
Results reported to
the majority of vehicles
tes will achieve

In the city
between
on the
way.



For more information see
WWW.FUELECONOMY.GOV

2005 GRAND MARQUIS,
4.6 LITER ENGINE,
(F.F.S.) 8 CYLINDERS,
FUEL INJECTION,
CATALYST, ELECTRONIC 4-SPEED
AUTOMATIC TRANSMISSION.

HIGHWAY MPG

25

For Comparison Shopping
all vehicles classified as
LARGE
have been issued mileage ratings
ranging from 18 to 22 mpg city
and 14 to 32 mpg highway.

Estimated Annual Fuel Cost: \$1286

PRICE INFORMATION

Manufacturer's
Suggested Retail Price

STANDARD VEHICLE PRICE

\$30,920.00

INCLUDED ON THIS VEHICLE

- ORDER CODE 230A - LS ULTIMATE -
- ELECTRONIC INSTRUMENTATION -
- STRG WHL W/REDUNDANT CONTROLS -
- TRACTION CONTROL
- POWER ADJUSTABLE PEDALS
- POWER HEATED EXTERIOR MIRRORS
- MERCURY REAR AIR SUSPENSION

OPTIONAL EQUIPMENT

FRONT LICENSE PLATE BRACKET	NO CHARGE
50 STATE EMISSIONS	NO CHARGE
CHROME PLATED WHEELS	695.00
LEATHER THIN COMFORT SEATS	995.00

TOTAL VEHICLE & OPTIONS	32,610.00
DESTINATION & DELIVERY	725.00

TOTAL BEFORE DISCOUNTS 33,335.00

LEATHER SEAT DISCOUNT - 995.00

TOTAL SAVINGS - 995.00

32340.00
3740.00 Destination
36080.00
Net 26000.00
10,080.00
1700.00
2000.00
Diff:

This vehicle qualifies for auto insurance discounts, call 1-866-367-3131 or
visit www.fordautoinsurance.com for availability in your state.

TOTAL MSRP

\$32,340.00

2MEFM75W05X



EXTENDED

Ford Extended Service Plan is the ONLY service contract backed by Ford and honored by over 5,100

SALES PERSON NO. 1 THOMAS YAREN
SALES PERSON NO. 2
INVOICE NUMBER

VENICE LINCOLN-MERCURY
 2372 S. Tamiami Trail • Phone (941) 497-1986
VENICE, FLORIDA 34293
 www.venicelm.com

STOCK NUMBER 054599
CUSTOMER NUMBER 29448
DATE 07/30/2005

RETAIL BUYER'S ORDER AND SALES INVOICE

BUYER		SOCIAL SECURITY NUMBER		DRIVER'S LICENSE NUMBER		DATE OF BIRTH	
CO-DRIVER		SOCIAL SECURITY NUMBER		DRIVER'S LICENSE NUMBER		DATE OF BIRTH	
TO		HOME PHONE NUMBER		BUSINESS PHONE NUMBER		ZIP CODE	
ADDRESS		CITY		STATE		ZIP CODE	
OWNERS INSURANCE COMPANY		AGENT'S NAME		AGENT'S NUMBER		AGENT'S PHONE NUMBER	

Unless otherwise specified, all vehicles are sold "AS EQUIPPED"

☒ NEW	☐ DEMONSTRATOR	☐ USED	WHEEL COLOR	TRIM
YEAR	MAKE	MODEL	TYPE	
2005	MERCURY	GRAND MARQUIS	4DR	
MILEAGE	WEIGHT	SERIAL NUMBER		

DEALER INSTALLED OPTIONS:	
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
TOTAL SALES PRICE	

SALES PRICE	\$ 29701.72
TRADE ALLOWANCE AND/OR DISCOUNT	- N/A
CASH DIFFERENCE	\$ 29701.72
DEALER SERVICES *	399.00
EXTENDED WARRANTY (ESP)	N/A
SECURITY & MAINTENANCE	N/A
FLORIDA BATTERY FEE	5.00
TIRE IMPACT FEE	5.00
AMOUNT TAXABLE	\$ 30101.22
SALES TAX	185.43
TITLE AND TAG FEES (CIRCLE ONE)	34.35
NEW TAG RENEWAL TRANSFER	N/A
MOTOR VEHICLE WARRANTY ENFORCEMENT ACT	2.00
TRADE-IN LIEN PAYOFF	N/A
TOTAL CASH DELIVERY PRICE	\$ 32000.00
REBATE	500.00
CASH DEPOSIT	N/A
CASH ON DELIVERY	N/A
UNPAID BALANCE DUE OR AMOUNT FINANCED	\$ 29500.00

WARRANTY DISCLAIMER

The only warranties applying to the above described vehicle, whether new or used, are those offered by the manufacturer.

The selling dealer sells this vehicle "as is" and "with all faults" and hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.

Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and buyer hereby assumes any such risks.

Furthermore, if the above described vehicle is "USED," the selling dealer makes no warranties, representations or assurances that the motor vehicle contains only original